Case Study Title

CRM CASE STUDY

Name

- Personal Info
- Etc.

Question Policy

Overview

- Objectives
- Critical Skills Review
- Case Study Focus Skill
- Synopsis
- Focus Questions

Objectives

- Terminal Objective

- Enabling Objective

Crew Resource Management

- Allows crew to interact effectively while performing mission tasks
- Effects behavior modifications in order to lessen crew preventable errors and other human causal factors
- Improves mission effectiveness through increased awareness of associated behavioral skills

CRM Critical Skills Review

- Decision Making (DM)
- Assertiveness (AS)
- Mission Analysis (MA)
- Communication (CM)
- Leadership (LD)
- Adaptability/Flexibility (AF)
- Situational Awareness (SA)

Case Study Focus Skill

LEADERSHIP

- The ability to direct and coordinate the activities of crewmembers and to encourage them to work together as a team

Effective Leadership

More effective to influence individuals rather than dictate to them

- Make suggestions
- Making the crew want to perform activities
- Leading by inspiration

Types of Leadership

- Designated Leadership
  - by authority, crew position, or rank
  - normal mode of leadership

- Functional Leadership
  - by knowledge or expertise
  - temporary and allows for most qualified individual to take charge

Responsibilities of Leaders

- Direct and coordinate the crew’s activities
- Delegate tasks
- Ensure crew understands what is expected of them
- Focus attention on crucial aspects of the situation
- Keep crew informed of mission information
- Ask crew for mission relevant information
- Provide feedback to the crew on their performance
- Create and maintain a professional atmosphere

Synopsis

Focus Questions

Focus Questions

Remember

- Leadership is not solely the responsibility of the pilot - each crew member has specialized duties and qualifications
- It is the leader’s responsibility to ensure the crew works together as a team
- Feedback should be given on both good and bad performance

Questions?